



App. No. 09/382,141

#7/A
2-20-02
[Signature]

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ferguson et al.
Title: DIAGNOSTIC APPARATUS
FOR AND METHOD OF
DETERMINING A
KNOWLEDGE
MANAGEMENT SOLUTION

CERTIFICATE OF MAILING I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on the date below. Scott D. Anderson (Printed Name) (Signature) January 23, 2002 (Date of Deposit)
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Application No.: 09/382,141

Filing Date: 08/24/99

Examiner: C. Colon

Art Unit: ~~2163~~ 3623

Atty. Dkt. No. 026167-0616

Commissioner for Patents
Box FEE AMENDMENT
Washington, D.C. 20231

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Technology Center 2100

REPLY AND AMENDMENT

This Reply and Amendment is submitted in complete response to the non-final Office Action dated October 23, 2001, pursuant to 37 C.F.R. §§ 1.111 and 1.112.

In the Specification

— Please substitute the following text for page 12, lines 4-15 of the Specification:

Although groups 10 to 20 represent a preferred classification system it should be understood that additional or alternative work pattern groups can be developed, each of which is defined by a set of underlying work pattern characteristics. Thus, the particular classifications or groups used is not particularly important. The classification of individuals into particular work pattern groups instead is useful because, in addition to having common work pattern characteristics, members of a particular work pattern group also tend to use the same type of knowledge collections. Accordingly, a prescription of a knowledge management solution for an individual can be facilitated based upon a correlation between the defining work pattern characteristics of members of a

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